

Utah Certified Public Manager Program Approved Courses for Elective Credits

Please check back frequently. This list will be updated as elective offerings are approved.

revised 1/13/09

Course Title	Available to:	Fee	Sponsor	Contact Name	Contact Phone	Contact email	Learning Objectives	Agenda	Frequency	Duration	CPM Credits
Government Performance Workshop Series: • Talking Performance-Presenting a Business Case	All public sector employees	Yes. \$75 per workshop*	DHRM- Utah Leadership Institute	Mike Tribe	801-538-3627	miketrib@utah.gov	Participants will learn to: • Define their work unit's deliverable product(s) • Select appropriate measures to determine successful delivery of the product • Utilize measurement principles and terminology to determine performance levels • Align performance measures with business objectives (budget, political, etc.)	All courses are offered in 3 ½ hour blocks with time allotted for a 15-minute break. Check http://www.dhrm.utah.gov/events for availability.	Ongoing	3 hours, 15 minutes	3
Government Performance Workshop Series: • Establishing Standards for Individual Performance	All public sector employees	Yes. \$75 per workshop*	DHRM- Utah Leadership Institute	Mike Tribe	801-538-3627	miketrib@utah.gov	Participants will learn to: • Describe the purpose of performance management and reasons to establish measures for individual performance • Understand the role and purpose of measures for individual performance • Identify the sources of measures for individual performance • Develop aligned measures for individual performance	All courses are offered in 3 ½ hour blocks with time allotted for a 15-minute break. Check http://www.dhrm.utah.gov/events for availability.	Ongoing	3 hours, 15 minutes	3
Government Performance Workshop Series: • Performance Coaching	All public sector employees	Yes. \$75 per workshop*	DHRM- Utah Leadership Institute	Mike Tribe	801-538-3627	miketrib@utah.gov	Participants will learn to: • Discern the roles of coach, mentor and counselor • Assess employee performance to apply the appropriate role • Conduct work contracting agreements • Involve employees appropriately in setting performance goals	All courses are offered in 3 ½ hour blocks with time allotted for a 15-minute break. Check http://www.dhrm.utah.gov/events for availability.	Ongoing	3 hours, 15 minutes	3
Government Performance Workshop Series: • Communicating Clear Performance Expectations	All public sector employees	Yes. \$75 per workshop*	DHRM- Utah Leadership Institute	Mike Tribe	801-538-3627	miketrib@utah.gov	Participants will learn to: • Describe a work unit mission in performance-specific terms • Establish and articulate measurable performance standards • Employ tools and language that confirm consistency • Use tools and techniques to prepare and conduct meetings to achieve business results • Confirm and track accountability	All courses are offered in 3 ½ hour blocks with time allotted for a 15-minute break. Check http://www.dhrm.utah.gov/events for availability.	Ongoing	3 hours, 15 minutes	3
Government Performance Workshop Series: • Delivering Performance Feedback	All public sector employees	Yes. \$75 per workshop*	DHRM- Utah Leadership Institute	Mike Tribe	801-538-3627	miketrib@utah.gov	Participants will learn to: • Accurately identify employee performance issues • Establish an environment and format for delivering effective feedback • Utilize effective words to deliver performance-specific feedback • Effectively praise an employee's exceptional performance • Challenge a mediocre performer to perform at a higher level • Address an employee's underperformance • Respond effectively to employee reactions to feedback	All courses are offered in 3 ½ hour blocks with time allotted for a 15-minute break. Check http://www.dhrm.utah.gov/events for availability.	Ongoing	3 hours, 15 minutes	3
Government Performance Workshop Series: • Defining & Measuring Work Unit Performance	All public sector employees	Yes. \$75 per workshop*	DHRM- Utah Leadership Institute	Mike Tribe	801-538-3627	miketrib@utah.gov	Participants will learn to: • Define their work unit's deliverable product(s) • Select appropriate measures to determine successful delivery of the product • Utilize measurement principles and terminology to determine performance levels • Align performance measures with business objectives (budget, political, etc.)	All courses are offered in 3 ½ hour blocks with time allotted for a 15-minute break. Check http://www.dhrm.utah.gov/events for availability.	Ongoing	3 hours, 15 minutes	3
On Boarding: Getting the Most Out of Newly Hired Staff	All public sector employees	Yes. \$75 per workshop*	DHRM- Utah Leadership Institute	Mike Tribe	801-538-3627	miketrib@utah.gov	This course focuses on the value of retaining AND engaging employees in their work and in the organization in which they reside. The instructor teaches this course in a practical and experiential manner resulting in the participant feeling immersed in the most up-to-date and innovative socialization and on-boarding practices (based on State of Utah employee data) for acquainting and engaging newly hired staff. Participants will learn to: • Identify the elements and factors involved in employee engagement • Organize a formal orientation/on boarding process • Create a provisioning and preparation checklist for new employees • Establish an effective mentoring and coaching experience • Enroll new employees into organizational visions, missions and objectives • Establish initial performance expectations, solicit and provide feedback with new employee	This course is offered in a 3 ½ hour block with time allotted for a 15-minute break. Check http://www.dhrm.utah.gov/events for availability.	Ongoing, approximately quarterly	3 hours, 15 minutes	3

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	* Discount given to CPM students who enroll in an entire day of ULI or GPW instruction.			Ongoing		
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